



Your New Gateway to IATA Billing & Settlement Plan (BSP)

**4 March 2021
Airlines Webinar**



Our focus is maximizing the value delivered by BSPLink





A fresh new interface

1. Work in the language of your choice: English, French, Spanish, Portuguese and German.
2. Customize what you see on screen with drag and drop modular tables.
3. Save time when looking for documents with auto-complete search function.
4. See at a glance when new types of report become available.
5. Multi-tab option to handle several tasks simultaneously.

NEW!

NEW!

NEW!

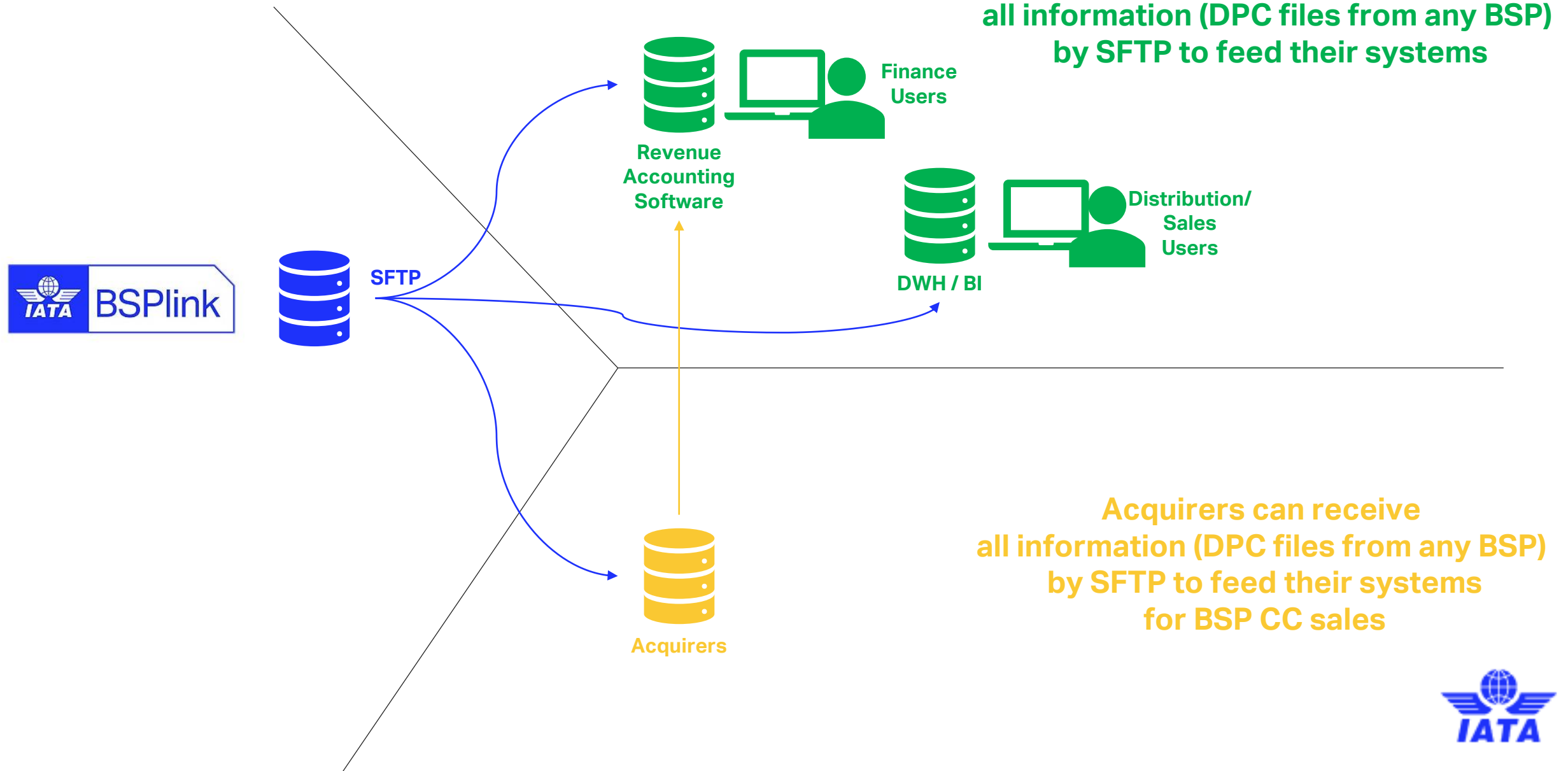
NEW!

The screenshot displays the BSPlink interface, which is a web-based system for managing airline refund applications. The interface is clean and modern, with a dark blue header bar containing the IATA and BSPlink logos, along with navigation links for Dashboard, ACM / ADM, Refund, Documents, Files, Sales, Master Data, and Users. The main content area is divided into several sections:

- Dashboard:** A top section with four large cards showing key metrics: 75 Refund Applications issued in the last 7 days, 5 ADMs disputed in the last 7 days, 6 PBDs received in the last 7 days, and 143 RET Documents rejected / modified in the last 7 days. Each card has a "See all" link.
- Insights:** A section with three donut charts showing the status of ADMs, Refund Applications, and Files. The ADMs chart shows 125 Pending, 300 Billed, 52 Disputed, and 52 Dispute Approved. The Refund Application chart shows 125 Pending, 52 Rejected, and 300 Billed. The Files chart shows 125 WebLink Output RET File, 52 WebLink Evaluation File, and 300 TIP Reports.
- Latest searches:** A section with six search filters for ADMs Pending Billing, ADMs Disputed, ADMs Dispute Rejected, Refund Application Authorized, Refund Application Rejected, and ADMs Dispute Rejected. Each filter includes a "Date of search" field and a "See all" link.
- IATA Messages and News:** A section on the right side of the interface featuring a banner for the "BSP LEICHT GEMACHT" workshop and a news item about the reopening of the IATA Miami office.

The footer of the interface includes the IATA and BSPlink logos, a Privacy link, and a Terms and Conditions link.

IT connectivity: BSPlink SFTP



Other data delivery options: iiNET

	BSPlink	iiNET
BSP Data	✓	✓
PCI compliant	✓	✓
Data aggregation for all BSP operations	✓	✓
Security (SSL, IPSec, API Sec)	✓	✓
Multiple SFTP dispatches (to different servers)	✗	✓
Other Settlement Data (eg. CASS, ICH...)	✗	✓
File data processing (eg. file name change)	✗	✓

Deep dive: BSPlink current packaging

BASIC

Access all the essential features of BSPlink's digital platform simply.

ENHANCED

Take advantage of mass operations such as ADMs and refunds.

Start tracking your performance with company dashboards and widgets.

MULTI-COUNTRY

Access all your BSP countries with a single sign-on (SSO)

NEW!

SFTP services*

* SFTP services have been configured optionally also for airlines with no Multi-Country pack.

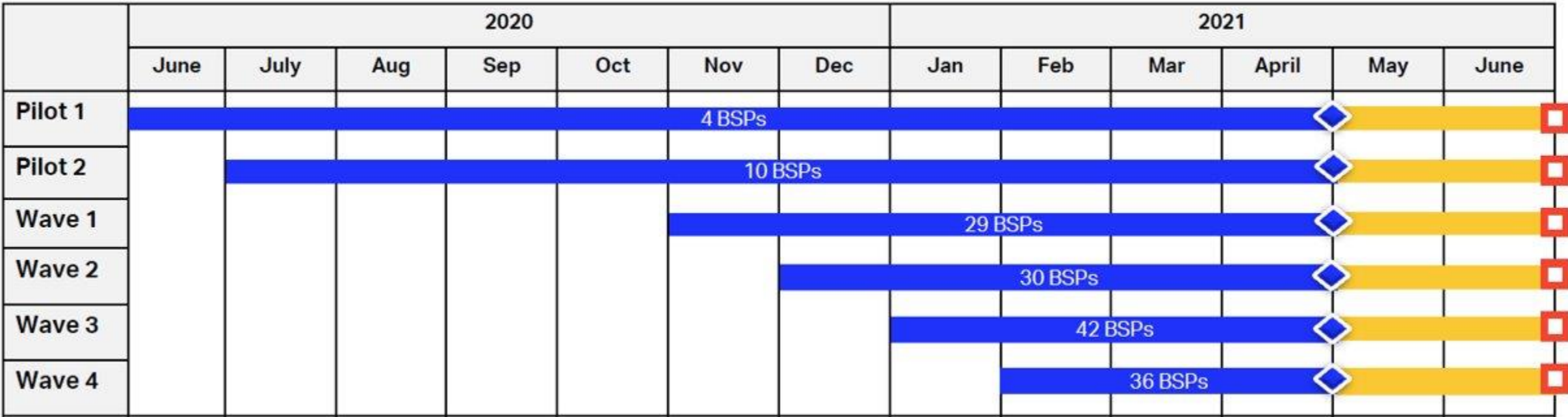


When will the new BSPlink
be available for you ?



Tentative Go Live roadmap

TRAINING AVAILABLE FOR USERS ON IATA CUSTOMER PORTAL



<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-4>

Beta phase
(production
environment)

Live Phase
(production
environment)



NFE go-live



Old interface
decommissioning



Waves 4 markets

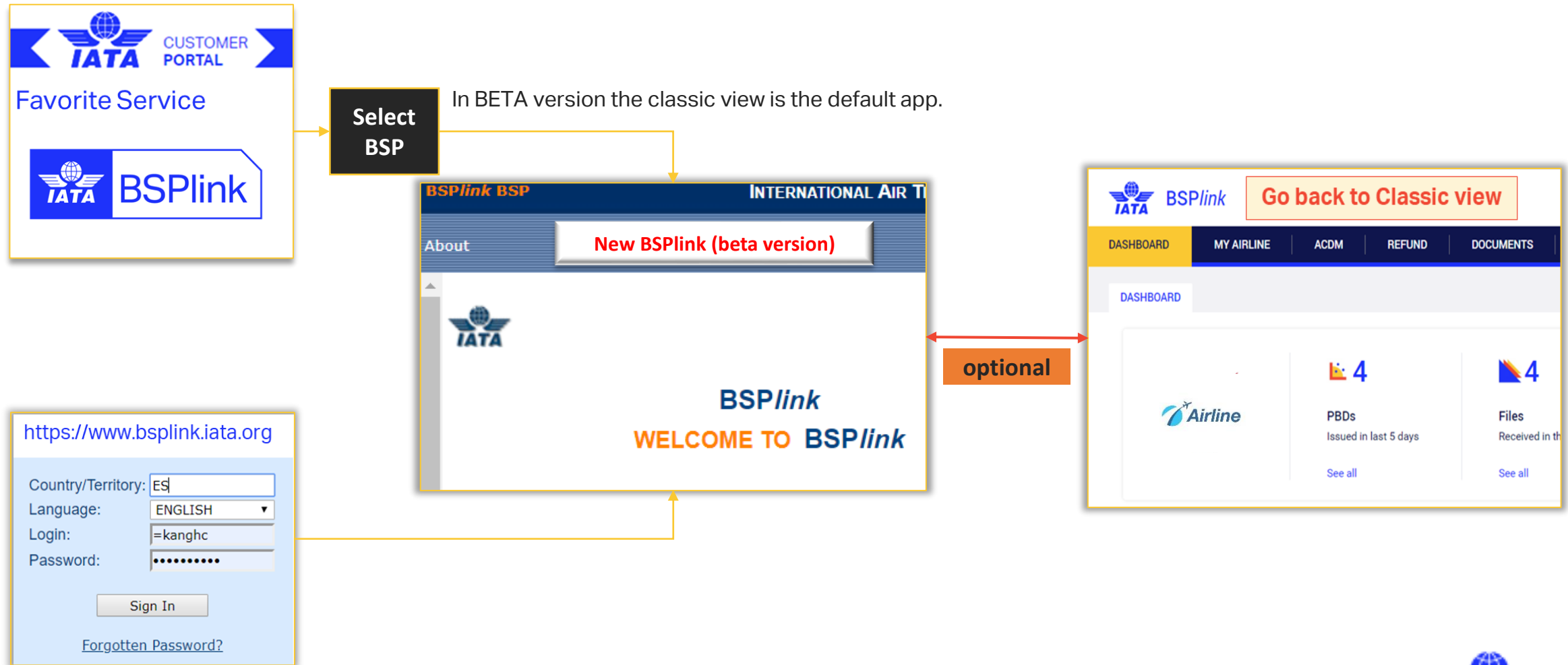
Beta Phase started in February 2021 in different phases

- Belgium
- Bonaire, Sint Eustatius and Saba
- China
- Curaçao
- Cyprus
- Czech Republic
- Denmark
- Dominica
- Finland
- France
- Germany
- Greece
- Grenada
- Hungary
- Ireland
- Israel
- Italy
- **Kazakhstan**
- Montserrat
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- **Russian Federation**
- Saint Kitts and Nevis
- Saint Lucia
- Saint Vincent and the Grenadines
- Serbia
- Sint Maarten (Dutch part)
- Spain
- Sweden
- Switzerland
- Turkey
- Turks and Caicos Islands
- Ukraine
- United Kingdom

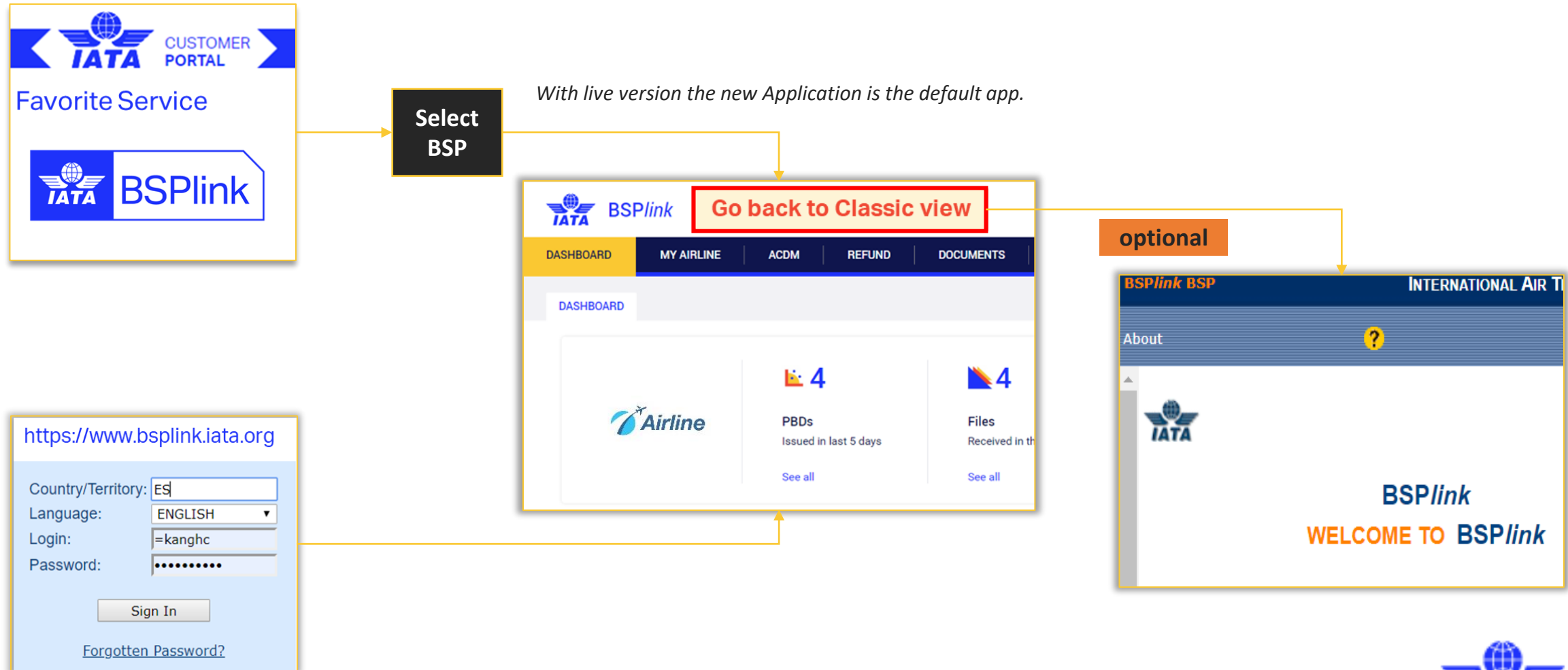
Why do we launch in waves?

- IATA wants to ensure business continuity for all parties involved and BSPlink is a crucial piece in the day to day work for airlines, agents and GDS alike
- IATA seeks
 - Robustness of the solution
 - Backwards compatibility
 - Stability
 - Ability to absorb any potential queries or doubts from customers during migration plan
- Therefore, IATA considers it is best to have a phased approach to ensure the smoothest roll out possible

Beta version user experience

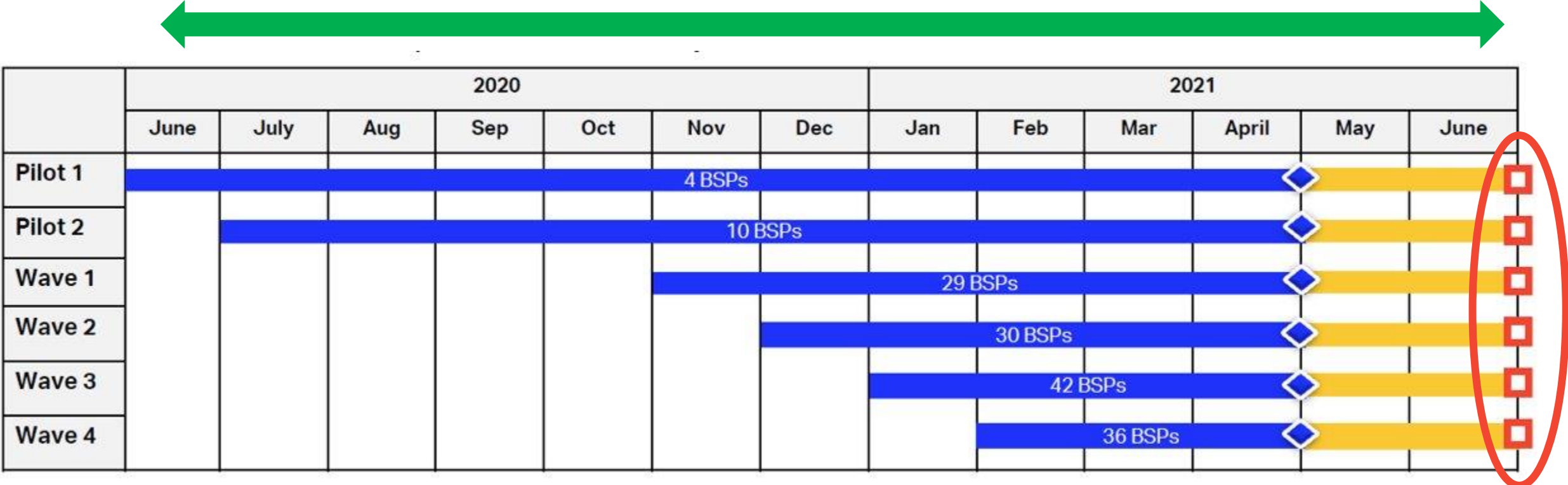


Go live user experience



Tentative Go Live roadmap

TRAINING AVAILABLE FOR USERS ON IATA CUSTOMER PORTAL



<https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-4>

Beta phase
(production environment)

Live Phase
(production environment)

NFE go-live
 Old interface decommissioning



How does migration impact my company?



What should I expect from this migration?

1. IATA will ensure **no technical downtime** to support business continuity worldwide
2. All **users will be trained through video tutorials in several languages** and a BSPLink with dummy data (as from March to end of year 2021)
3. The current and new interface will co-exist during several months (see planning slide)
 - No matter the interface, production data integrity and access is preserved
4. If you built some **scripts** to extract information from BSPLink, **you may need to re-configure them**
5. SFTP migration will not require re-configuration
6. **Logins should NOT be shared (2FA implementation estimated June 2021)**
 - Note request from FinAC SG and FinDev
7. **Airlines' pricing and packaging does not change in 2020** (see next slide)
 - In agreement with FinAC SG and FinDev

Prices

Price in USD per month	IATA Members	IATA Non-Members
1st Basic User per BSP	Free of charge	30 USD
Add. Basic User per BSP	20 USD	50% surcharge
1st Enhanced User per BSP	Free of charge	142.5 USD
Add. Enhanced User per BSP	95 USD	50% surcharge
1st Multi-country User per BSP	285 USD	50% surcharge
Add. Multi-country User per BSP	285 USD	50% surcharge

The risk of sharing users

- Avoid cyber-security breaches.
- Any user accessing shared credentials may have the possibility to realize a fraudulent action by usurping the identity of the real user. IATA Must put means to preempt this kind of illegal usages from happening. Identity control is one of them and it is in line with fraud best practices issued by groups under PASB. Sharing users in BSPlink has a consequence on sharing users on Customer Portal, which has larger functionalities and services.
- GDPR and data protection.
- IATA must put means in order to ensure the access to data is controlled to preserve data protection. This is a mandatory regulation. And identity control allows to fulfil this obligation.
- Fairness of the cost recovery model
- This creates an imbalance in a cost recovery scenario.



Thank you!

